Wisconsin Department of Children and Families

Wisconsin Child Support Modernization Activity Matrix

Last Updated: 5/18/2022
This document will be periodically updated.   Please check back for new versions.

Legend: **Deliverables are teal**
Work Products are red

Contents

1.0 Development Phase

1.1 Project Management Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.1.1 Monitor and Update Project Status	1) Produce and submit Monthly Written Status Updates to the PMO Vendor. 2) Produce Periodic Project Status Reports (for areas where DCF has management responsibility) 3) Track issues in Issue Log 4) Track action items in Action Item Log 5) Provide oversight of project 6) Produce state and federal reports 7) Review and approve deliverables 8) Participate in periodic status meetings	1) Produce and submit Monthly Project Status Reports, aggregating status updates from the state team, QA Vendor, and DDI Vendor. 2) Organize and lead periodic status meetings 3) Track and manage issues in Issue Log 4) Track and manage action items in Action Item Log 5) Facilitate review of deliverables	1) Produce and submit Monthly Written Status Updates to the PMO Vendor. 2) Participate in periodic status meetings	1) Produce and submit Monthly Written Status Updates to the PMO Vendor. 2) Participate in periodic status meetings
	1) **Periodic Project Status Reports** 2) **Monthly Written Status Updates** 3) **State and Federal Reports**	1) **Monthly Project Status Reports** 2) **Issue Log** 3) **Action Item Log** 4) **Risk Register**	1) **Monthly Written Status Updates**	1) **Monthly Written Status Updates**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.1.2 Monitor and Update Development Phase Charter	1) Review and approve deliverables	1) Propose changes to Development Phase Charter as a part of project status reports 2) Update Development Phase Charter	1) Propose changes to Development Phase Charter as a part of Periodic Project Status Reports	1) Propose changes to Development Phase Charter as a part of Periodic Project Status Reports
		1) **Updated Development Phase Charter**		
1.1.3 Monitor and Update Major Project Schedule Changes	1) Review and approve major schedule changes (deliverable)	1) Update the Master Project Schedule based on the major updates received 2) Facilitate review of schedule changes and updated deliverables across all teams. 3) Develop Schedule Health Variance Reports	1) Review Master Project Schedule for completeness, accuracy, and project's compliance with schedule.	1) Draft, review and provide major schedule changes
		1) **Master Project Schedule (major schedule changes)** 2) **Health Variance Reports**		

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.1.4 Monitor and Update Minor Project Schedule Changes	1) Review and approve minor scheduled changes	1) Update the Master Project Schedule based on the major updates received 2) Facilitate reviews of schedule changes and updated deliverables across all teams.	1) Review Master Project Schedule for completeness, accuracy, and project's compliance with schedule	1) Draft, review and provide minor schedule changes
		1) **Master Project Schedule (minor schedule changes)**		
1.1.5 Monitor and Update Compliance with Quality Assurance and Quality Control Standards	1) Implement corrective actions as necessary 2) Produce and submit periodic corrective actions updates to the QA Vendor. 3) Review and approve deliverables.	1) Facilitate review of deliverables 2) Implement corrective actions as necessary 3) Produce and submit periodic corrective actions updates to the QA Vendor.	1) Produce and submit Monthly Quality Assessment Report 2) Monitor corrective actions plans	1) Implement corrective actions as necessary 2) Produce and submit periodic corrective actions updates to the QA Vendor.
			1) **Monthly Quality Assessment Reports**	

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.1.6 Develop and Update Responsible, Accountable, Consulted, Informed (RACI) Charts	1) Participate in the development of the RACI Chart 2) Review and approve RACI Chart.	1) Facilitate development of, and updates to, the RACI Chart across all teams.	1) Participate in the development of the RACI Chart 2) Review the RACI Chart for completeness and accuracy	1) Participate in the development of the RACI Chart 2) Review RACI Chart.
		1) **RACI Chart**		
1.1.7 Monitor and Update Project Management Plans	1) Review and approve deliverables.	1) Maintain and update Project Management Plans. 2) Monitor for action taken on Project Management Plan Updates 3) Monitor for compliance with Project Management Plans 4) Propose Change Requests 5) Facilitate review of deliverables	1) Comply with project protocols and procedures 2) Maintain and update QA Management Plans Review PMO and DDI Vendor compliance with project management plans as needed as a part of the monthly Quality Assessment Report	1) Comply with project protocols and procedures 2) Maintain and update DDI Management Plans update as necessary
		1) **Updated Project Management Plans**	1) **Updated QA Management Plans**	1) **Updated DDI Management Plans**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.1.8 Manage Risks	1) Contribute to the tactical Risk Assessment process. 2) Participate in risk identification, assessment, monitoring, and mitigation 3) Review and approve deliverables. 4) Determine risk and mitigation ownership if there are disagreements.	1) Produce strategic and tactical Risk Assessment 2) Facilitate Risk Assessment, mitigation strategies, and Risk Register. 3) Monitor risk management process ensuring risks are monitored and tracked in Risk Register 4) Facilitate review of deliverables 5) Escalate risks that have occurred to issues.	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Review the Risk Assessment management process for compliance with quality assurance standards and report findings, as needed, in the monthly Quality Assessment Report.	1) Contribute to tactical Risk Assessment process 2) Monitor and contribute to risk management process to ensure risks are monitored and tracked in Risk Register
		1) **Risk Assessment** 2) **Risk Register**		
1.1.9 Coordinate Among Multiple Entities	1) Provide primary responsibility for coordination among entities	1) Manage day-to-day coordination among teams 2) Assist with coordination among teams 3) Coordinate meeting schedules with the DDI Vendor and State Team.	1) Assist with coordination among teams. 2) Provide primary voice for the project during IV&V visits and writing corrective action plans	1) Assist with coordination among teams

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| 1.1.10 Manage Deliverables and Work Products Submission / Review / Approval / Control | 1) Establish the Project Document Repository
2) Produce state work products
3) Participate in review process
4) Revise state work products based on findings
5) Adhere to document management processes and plans
6) Update the Project Document Repository with drafts and final versions
7) Review and approve deliverables | 1) Manage overall oversight of deliverables being performed by the DDI Vendor.
2) Assist with establishment of Central Project Repository
3) Draft all PMO work products and deliverables in the Project Document Repository.
4) Update work products and deliverables based on suggested changes using the Project Document Repository
5) Maintain and update deliverables within the in the Project Document Repository using version control
6) Adhere to document management processes and plans
7) Manage the Project Document Repository
8) Use the State Central Project Repository for all work products and deliverables
9) Facilitate review of deliverables | 1) Draft all QA deliverables, work products, and project outputs in the Project Document Repository
2) Participate and collaborate in review process
3) Update work products and deliverables based on suggested changes using the Project Document Repository
4) Maintain and update deliverables within the in the Project Document Repository using version control
5) Adhere to document management processes and plans
6) Track deliverables through review and approval process per established time frames
7) Monitor that the Project Document Repository is being used for developing and storing all project documentation
8) Use the State Central Project Repository for all | 1) Draft all DDI work products and deliverables in the Project Document Repository.
2) Participate and collaborate in review process
3) Update work products and deliverables based on suggested changes using the Project Document Repository
4) Maintain and update deliverables within the in the Project Document Repository using version control
5) Adhere to document management processes and plans
6) Use the State Central Project Repository for all work products and deliverables |

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Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
			work products and deliverables 9) Report on the use of the Project Document Repository and deliverable review timelines, as needed, in the monthly Quality Assessment Report.	
	1) **Project Document Repository**			
1.1.11 Perform Change Management / Control	1) Facilitate contract amendments 2) Submit Change Requests as needed 3) Review Change Requests and gather additional information as needed. 4) Approve / deny Change Requests based upon review 5) Determine Change Request priority.	1) Assess Change Request impacts 2) Assist with coordinating the implementation of approved Change Requests within project schedule, budget, and scope 3) Facilitate review of Change Requests to ensure decision is made, additional information is received, priority is set 4) Propose and submit PMO Contract Change Requests as needed	1) Review the change management process for compliance with quality assurance standards and report findings, as needed, in the monthly Quality Assessment Report. 2) Review Change Requests for unanticipated effects on budget and schedule 3) Propose and submit QA Contract Change Requests as needed	1) Assess Change Request impacts 2) Propose and submit DDI Contract Change Requests as needed
	1) **Change Requests** 2) **Amended Contracts**	1) **Change Management Log** 2) **Change Requests**	1) **Change Requests**	1) **Change Requests**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.1.12 Maintain Financial Management	1) Monitor and update project budget and completion 2) Record, aggregate, and report on project budget 3) Create annual Purchase Orders 4) Review and approve Invoices 5) Create Biennial Budget Requests	1) Produce and submit PMO Invoices 2) Assist with monitoring project budget and completion	1) Produce and submit QA Invoices	1) Produce and submit DDI Invoices
	1) **Purchase Orders** 2) **Biennial Budget Requests**	1) **Invoices**	1) **Invoices**	1) **Invoices**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.1.13 Respond to IV&V Findings	1) Review IV&V findings 2) Review and approve deliverable 3) Implement corrective actions as necessary	1) Review IV&V findings with the State Team to ensure corrective action plans have started. 2) Monitor and regularly update the State Team and QA Vendor on the status of each finding. 3) Implement corrective actions as necessary 4) Facilitate review of deliverables	1) Review IV&V findings 2) Implement corrective actions as necessary 3) Report on status of corrective action, as needed, in the monthly Quality Assessment Report. 4) Produce Quarterly IV&V Readiness Reports between IV&V assessments with a status of findings from prior IV&V assessments and an evaluation of readiness for upcoming IV&V assessments.	1) Review IV&V findings 2) Implement corrective actions as necessary
			1) **Quarterly IV&V Readiness Reports**	

1.2 Project Initiation Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.2.1 Review and Amend Advisory Groups	1) Participate in the creation of the Advisory Matrix. 2) Review and approve deliverables.	1) Identify participants and groups required for Development phase 2) Identify roles and responsibilities 3) Produce the advisory matrix		
		1) **Matrix of Advisory Entities and Representatives**		
1.2.2 Establish the Management and Oversight Team	1) Onboard the management and oversight team 2) Review and approve deliverables.	1) Prepare PMO Vendor Staffing Plan. 2) Prepare Master Staff Management Plan 3) Prepare the organization chart. 4) Assist with bringing on oversight team as necessary		
		1) **PMO Vendor Staffing Plan Master Staff Management Plan**		
1.2.3 Produce State's Governance Plans and Procedures	1) Participate in the creation of deliverables. 2) Review and approve deliverables.	1) Produce a Master Project Management Plan and other project governance plans and procedures listed below that meet State rules. 2) Facilitate review of deliverables.	1) Review deliverables and provide recommended changes and feedback for PMO Vendor consideration.	1) Review deliverables and provide recommended changes and feedback for PMO Vendor consideration.
		1) **Master Project Management Plan**		

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
		a) **Project Management Office Plan** (including progress reporting and management process and forms, and project and financial control processes and procedures) b) **Master Deliverables Management Plan** (including deliverable review and approval process and approval templates) c) **Master Project Schedule Management Plan** d) **Scope Management Plan** e) **Cost Management Plan** f) **Status Reporting Management Plan** g) **Master Staff Management Plan** h) **Document Management Plan** i) **Risk Management Plan** (including risk management process and Risk Register) j) **Issue Management Plan** (including issue tracking and resolution process)		

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
		k) **Communication Management Plan** (including project communication) l) **Meeting Management Procedures** m) **Meeting Charters** n) **Change Management Plan** (including change control process, Change Request Forms, Cost Management Plan, and Scope Management Plan) 2) **Risk Register** 3) **Issue Log** 4) **Hardware and Software Procurement Plan** 5) **Interagency Coordination Plan** 6) **Updated Requirements Management Plan** 7) **QA and IV&V Findings Management Plan**		

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.2.4 Produce QA Plans and Procedures	1) Participate in the creation of deliverables. 2) Review and approve deliverables.	1) Create Health Variance and Tracking Reports as requested by DCF. 2) Develop and maintain a QA and IV&V findings tracking log. 3) Facilitate review of deliverables.	1) Produce project QA Management Plan and procedures with, standards for project deliverables, management processes, and product performance 2) Produce QA Checklists 3) Produce IV & V response management plan.	
		1) **Health Variance and Tracking Reports** 2) **QA and IV&V Findings Tracking Log**	1) **QA Management Plan** 2) **QA Checklists** 3) **IV&V Response Management Plan**	

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.2.5 Revisit Risk Assessment and Begin Risk Management	1) Participate in the creation of deliverables. 2) Review and approve deliverables.	1) Revisit Planning Phase Risk Assessment as Development phase nears 2) Update Risk Register with newly identified and/or modified Risk Assessments	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Review the risk management process for compliance with quality assurance standards and report findings, as needed, in the monthly Quality Assessment Report.	1) Participate in the creation of deliverables.
		1) **Risk Register**		
1.2.6 Set up Project Site (if needed)	1) Plan for Vendor access to safeguarded data, including FTI data	1) Assist with monitoring Project Site for compliance with RFP specifications		1) Acquire Project Site 2) Make functional for all project staff 3) Ensure Project Site complies with IRS safeguarding and OCSE security standards
				1) **Project Site**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.2.7 Onboard Project Staff	1) Conduct staff background checks 2) Provision virtual desktops 3) Grant access to project repositories and resources 4) Provide management staff orientation (PMO, QA, DDI, IV&V Vendors)	1) Provide information and materials for background checks 2) Provide staff orientation	1) Provide information and materials for background checks 2) Provide staff orientation	1) Provide information and materials for background checks 2) Provide staff orientation
1.2.8 Develop Master Project Schedule	1) Contribute to the initial Master Project Schedule (pre-DDI Vendor start) 2) Contribute to updates to the Master Project Schedule (post DDI Vendor start. 3) Review and approve deliverables	1) Develop initial Master Project Schedule deliverable and facilitate reviews across teams (pre-DDI Vendor start) 2) Update the Master Project Schedule deliverable and facilitate reviews across teams (post DDI Vendor start)	1) Contribute to the development of the initial integrated Master Project Schedule 2) Participate in scheduled reviews and provide feedback.	1) Contribute to the development of the initial integrated Master Project Schedule 2) Participate in scheduled reviews and provide feedback.
		1) **Master Project Schedule (pre-DDI Vendor start)** 2) **Master Project Schedule (post DDI Vendor start)**		

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.2.9 Develop SDLC Plan	1) Collaborate with DDI Vendor to define SDLC plan 2) Review and approve deliverable	1) Review the SDLC Plan and provide recommendations. 2) Facilitate review of deliverable. 3) Develop the SDLC Plan that incorporates the Requirements Management Plan	1) Review deliverables for compliance with quality assurance standards and provide recommended changes.	1) Produce design process and templates (both functional and technical) 2) Produce SDLC Plan 3) Revise and resubmit deliverable as needed
				1) **SDLC Plan**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.2.10 Develop and Provide SDLC Training	1) Review and approve deliverables 2) Participate in SDLC Training 3) Provide feedback on training	1) Assist with the review of training materials 2) Observe and participate in training 3) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Observe SDLC Training sessions to bring to light any misunderstandings 3) Conduct training survey to collect feedback 4) Review training observations and survey feedback, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Prepare SDLC Training Materials 2) Revise and resubmit deliverables as needed 3) Deliver SDLC Training
				1) **SDLC Training Materials** 2) **SDLC Training**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.2.11 Produce and Implement Vendor's Project Management Plans	1) Contribute to the development of the project management plans 2) Review and approve deliverables	1) Coordinate, incorporate, and align individual vendor plans with the master project management plans 2) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Update QA Management Plan and QA Checklists as needed	1) Produce development approach which will define how the project will accomplish milestones and deliverables 2) Produce initial plans 3) Produce initial system security work product 4) Revise and resubmit deliverables as needed
		1) **Requirements Management Plan Update (based on Planning Phase plan, and including requirements traceability, requirements management process)**	1) **Update QA Management Plan** 2) **Update QA Checklists**	1) **Development Plan, including the following elements at a minimum:** a) **High-level Architecture, Description of Key Reused Components, and Major Newly-Developed System Components** b) **System Capacity Plan** c) **Database Development and Database Change Control Plan** d) **Hardware and Software Procurement Plan (all Environments)** 2) **Knowledge Transfer Plan** 3) **Data Conversion and Migration Management Strategy**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
				4) **Testing Management Plan** 5) **Defect Management Plan and Tools** 6) **User Support Management Plan (for training, onsite support, and help desk support)** 7) **System Documentation Development Plan** 8) **User Documentation Development Plan** 9) **System Security Management Plan** 10) **System Support Plan** 11) **Operations Transition Management Plan**

1.3 Non-Production and Production Hardware/Software/Services Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.3.1 Plan for Hardware / Software / Services	1) Develop Acceptance Criteria and compliance standards 2) Review and approve deliverables	1) Assist with reviewing plan for compliance with standards 2) Facilitate review of deliverables 3) Develop and maintain a Modernized System Hardware and Software Inventory (based on information provided by DDI Vendor)	1) Review deliverables for compliance with quality assurance standards and provide recommended changes.	1) Develop System Architecture including specifications for required hardware / software / services 2) Provide hardware and software needs and collaborate with PMO Vendor to maintain the Modernized System Hardware and Software Inventory 3) Develop System Administration Plan 4) Develop Configuration Management Plan 5) Update system security plan 6) Produce Production Hardware / Software / Services Plan 7) Revise and resubmit deliverables as needed

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
	1) **Acceptance Criteria** 2) **Compiled Compliance Standards**	1) **Hardware and Software Inventory**		1) **System Architecture** 2) **Hardware & Software Specifications** 3) **System Administration Plan** 4) **Configuration Management Plan** 5) **System Security Management Plan Update** 6) **Production Hardware / Software / Services Plan**
1.3.2 Provision Development Tools and Resources	1) Procure developer software / tools 2) Procure SDLC-supporting software (e.g. Jira, Team Foundation Server, Azure DevOps)	1) Facilitate identification and procurement of development tools and resources		1) Specify necessary developer software / tools and minimum and maximum system requirements. 2) Provision and configure developer software / tools 3) Provision and configure SDLC-supporting software
	1) **Procured Developer Software / Tools** 2) **Procured SDLC-Supporting Software**			1) **Configured Developer Tools and Resources**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.3.3 Provision Non-Production Hardware / Software / Services	1) Procure non-prod hardware / software / services 2) Assist with configuration / provisioning of hardware / software / services as needed 3) Accept provisioned & Configured Non-prod Environments	1) Facilitate procurement, deployment and provisioning of non-production hardware, software and services		1) Deploy, provision, and configure hardware / software / services for non-prod Environments (there will be multiple non-prod Environments)
	1) **Procured Non-prod Hardware / Software / Services**			1) **Configured Non-prod Environments**

1.4 System Requirements and Design Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.4.1 Validate Requirements and Features	1) Provide current set of business, stakeholder and solution requirements and features both functional and non-functional. 2) Participate in requirements and features validation sessions 3) Observe interactions in sessions to bring to light any misunderstandings 4) Review and approve deliverables	1) Participate in requirement and features validation session 2) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Observe interactions in requirements and feature sessions to bring to light any misunderstandings. 3) Review observations and report findings and corrective actions, as needed, in the monthly Quality Assessment Report	1) Conduct requirements and features validation sessions, covering functional, technical, and transitional areas as well as non-functional areas. 2) Confirm and clarify understanding of requirements and features including non-functional areas. 3) Produce validated and Updated Requirements and features including non-functional areas 4) Revise and resubmit deliverables as needed
				1) **Updated Requirements Including Non-Functional Areas and Features Repository** 2) **Updated Requirements Definition Document** 3) **Updated Requirements Traceability Matrix**

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Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.4.2 Define Functional Design	1) Participate and provide feedback in defining design 2) Review and approve deliverables	1) Participate and provide feedback in defining design 2) Facilitate the review and approval of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Observe interactions in design sessions to bring to light any misunderstandings 3) Review observations and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Define Functional Design 2) Produce Functional Design 3) Revise and resubmit deliverables as needed
				1) **Functional Design, including:** a) User Interface (UI) Standards b) UI Patterns Inventory c) Workflow Approach d) Workflow Inventory

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.4.3 Define Technical Design	1) Participate and provide feedback in defining design 2) Review and approve deliverables	1) Participate and provide feedback in defining design 2) Facilitate the review and approval of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Observe interactions in requirements and feature sessions to bring to light any misunderstandings 3) Review observations and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Define design approach 2) Produce work product 3) Revise and resubmit deliverables as needed
				1) **Technical Design, including:** a) Screen Inventory b) Workflow Inventory c) Coding Standards d) Major Sub-systems e) Concept of Operations f) Technical Component Inventory g) Logical Data Model h) Physical Data Model

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.4.4 Develop Technical Documentation	1) Review and provide feedback on Technical Documentation 2) Review and approve deliverable	1) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes.	1) Develop Technical Documentation 2) Revise and resubmit deliverables as needed
				1) **Technical Documentation**

1.5 Development, Modification, or Conversion of System Software Code Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.5.1 Develop Code	1) Review detailed functional and Technical Designs 2) Develop Acceptance Criteria 3) Participate in development meetings 4) Participate in demonstrations 5) Participate in retrospectives 6) Provide design feedback, resolve DDI Vendor questions and provide decisions as needed 7) Evaluate if Acceptance Criteria has been met (this may include UAT) 8) Approve requirements as delivered 9) Approve deployments 10) Review and approve deliverables	1) Facilitate responses to questions as needed 2) Facilitate review of progress reports as needed 3) Assist with Acceptance Criteria as needed	1) Conduct code reviews on select samples of code 2) Observe interactions in development meetings, demonstrations, and retrospectives to bring to light any misunderstandings 3) Report findings and corrective actions, as needed, from code reviews and meeting observations in the monthly Quality Assessment Report 3) Review deliverables for compliance with quality assurance standards and provide recommended changes.	1) Perform detailed functional and Technical Design as necessary 2) Obtain approval for detailed functional / Technical Design 3) Develop, modify, and convert system software code based on designs 4) Develop Test Cases 5) Fully test software code (including unit, system, integration, and/or regression-level testing as appropriate) 6) Document Test Results 7) Demonstrate Acceptance Criteria has been met 8) Demonstrate developed code 9) Deploy developed code to sandbox / other Environments as appropriate 10) Update Technical Documentation 11) Produce / update end-user documentation

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
				12) Facilitate retrospectives
	1) **Acceptance Criteria**			1) **Updated Designs / User Stories** 2) **Test Cases** 3) **Test Results** 4) **Working, Deployable Software** 5) **Updated Technical Documentation** 6) **Updated End-user Documentation** 7) **Iteration Retrospective Lessons Learned**
1.5.2 Provision Production Hardware / Software / Services	1) Review updated specifications 2) Accept the provisioned & Configured Production Environment 3) Review and approve deliverables	1) Facilitate procurement, deployment and provisioning of production hardware, software and services		1) Review and update specifications 2) Deploy, provision, and configure hardware / software / services for production environment 3) Revise and resubmit deliverables as needed
	1) **Procured production hardware / software / services**			1) **Updated HW/SW/Services Specifications** 2) **Configured Production Environment**

1.6 Legacy Data Conversion Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.6.1 Develop Legacy Data Conversion Mapping	1) Oversee and participate in conversion mapping 2) Identify data sources 3) Establish Acceptance Criteria metrics 4) Provide advice and recommendations as needed 5) Review and approve deliverables	1) Assist with oversight and facilitation as needed 2) Assist with the development of Acceptance Criteria metrics 3) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes.	1) Plan for conversion mapping (including archived data that may need to be restored in order to convert all data (especially financial) appropriately 2) Develop Data Conversion Management Plan, to include: a) Data Mapping b) Legacy Data Clean-up Plan 3) Revise and resubmit deliverables as needed
	1) **Identified Data Sources** 2) **Acceptance Criteria metrics**			1) **Data Conversion and Migration Management Plan**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.6.2 Develop Legacy Data Conversion Scripts and Manual Clean-up Tools	1) Review Conversion Scripts 2) Review manual clean-up tools 3) Review and approve deliverable	1) Assist with oversight and facilitation as needed	1) Review sample of Conversion Scripts 2) Review manual process clean up tools 3) Report findings and corrective actions, as needed, from sample and tool reviews in the monthly Quality Assessment Report	1) Develop and test Conversion Scripts 2) Develop Manual Data Clean-up Tools
				1) **Conversion Scripts** 2) **Manual Data Clean-up Tools**

1.6.3 Iteratively Develop and Test Conversion Scripts	1) Collaborate with DDI Vendor on data to be manually cleaned
	2) Review Data Quality Metrics Reports
	3) Review and approve deliverables
		1) Assist with oversight and facilitation as needed
		2) Facilitate review of deliverables
			1) Review deliverables for compliance with quality assurance standards and provide recommended changes.
			2) Review the test conversion process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.
				1) Conduct iterative conversions, including:
				  a) Produce Data Conversion and Migration Test Results Report
				  b) Produce Manual Clean-up Needed Reports
				  c) Adjust/modify Conversion Scripts as needed
				2) Load converted data into QA Environments as appropriate

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
			3) Sample and review converted data for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	3) Revise and resubmit deliverables as needed
				1) **Data Conversion and Migration Test Results Report** 2) **Manual Clean-up Needed Reports** 3) **Data Conversion Scripts**
1.6.4 Iteratively Perform Manual Data Clean-up	1) Review Manual Clean-up Needed Reports 2) Prioritize clean-up efforts 3) Perform manual data clean-up 4) Monitor and follow-up on manual clean-up tasks. 5) Review and approve deliverables	1) Assist with oversight and facilitation as needed	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Review manual clean-up process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Support manual clean-up work 2) Update manual clean-up tools as needed 3) Re-run conversion reports as needed

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
				1) **Cleaned Legacy Data** 2) **Conversion Metrics Reports** 3) **Updated Manual Clean-up tools**

1.7 Testing and Acceptance of New System Software Code Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.7.1 Perform System Testing	1) Review test plan 2) Conduct ad-hoc testing and provide feedback 3) Review Test Results 4) Review and approve deliverables	1) Facilitate review of results 2) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Conduct targeted sample testing, review results, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 3) Review the testing management process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Produce System Test Plan 2) Prepare Test Cases 3) Conduct system testing 4) Produce Test Results 5) Revise and resubmit deliverables as needed 6) Update System Capacity Plan as needed
	1) **Testing Feedback**			1) **System Test Plan** 2) **Updated System Capacity Plan** 3) **System Test Documentation and Results Report**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.7.2 Perform Integration Testing	1) Review test plans 2) Conduct ad-hoc testing and provide feedback 3) Review Test Results 4) Review and approve deliverables	1) Facilitate review of results 2) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Conduct targeted sample testing, review results, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 3) Review the testing management process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report	1) Produce Integration Test Plan 2) Prepare Test Cases 3) Conduct testing 4) Produce Test Results 5) Revise and resubmit deliverables as needed
	1) **Testing Feedback**			1) **Integration Test Plan** 2) **Test Results**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.7.3 Perform Automated Continuous Integration Testing	1) Review and approve deliverables	1) Facilitate review of results 2) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Review testing results, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 3) Review the testing management process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Set up continuous integration environment 2) Develop automated test scripts 3) Perform automated test cycles 4) Produce Automated Test Cycle Metrics Reports 5) Revise and resubmit deliverables as needed
	1) **Testing Feedback**			1) **Automated Test Plan** 2) **Acceptance Test Report** 3) **Automated Test Cycle Metrics Reports**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.7.4 Perform Performance (Load) Testing	1) Review test plan 2) Review and approve results 3) Provide feedback 4) Establish Acceptance Criteria metrics 5) Review and approve deliverables	1) Facilitate review of results 2) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Review testing results, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 3) Review the testing management process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Develop load testing scenarios and produce Performance Test Plan 2) Generate/assemble load-test data 3) Conduct load / performance testing 4) Produce Load Testing Results Reports 5) Revise and resubmit deliverables as needed
	1) **Testing Feedback** 2) **Acceptance Criteria Metrics**			1) **Performance Test Plan** 2) **Load Testing Results Reports**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.7.5 Prepare for User Acceptance Testing (UAT)	1) Develop UAT Plan in collaboration with QA Vendor 2) Develop test scripts / Test Cases in collaboration with QA Vendor 3) Develop Acceptance Criteria 4) Review and approve deliverables	1) Assist in developing Acceptance Criteria 2) Propose test scripts 3) Assist in reviewing testing scripts (use cases, Test Cases) 4) Facilitate review of deliverables	1) Assist with development of UAT Plan 2) Assist with development of test scripts /use cases/Test Cases 3) Assist with development of Acceptance Criteria *Note: The state anticipates the QA Contract will provide UAT resources to assist with UAT testing.*	1) Support UAT Preparation 2) Prepare UAT Environment 3) Prepare and load test data 4) Propose test scripts 5) Revise and resubmit deliverables as needed
	1) **UAT Plan (including documentation of test scripts and Test Cases)** 2) **UAT Acceptance Criteria**			1) **UAT Test Environment** 2) **Sample Test Plans and Scripts**
1.7.6 Provide Training of Staff for UAT Testing	1) Participate in UAT Training 2) Review and approve deliverables 3) Provide feedback on training	1) Assist in review of training materials 2) Observe and participate in training 3) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Observe UAT Training sessions to bring to light any misunderstandings 3) Conduct training survey to collect feedback 4) Review training observations and survey feedback, and report findings and corrective	1) Prepare UAT Training Materials 2) Deliver UAT Training 3) Revise and resubmit deliverables as needed

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Work Products are red
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Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
			actions, as needed, in the monthly Quality Assessment Report	
	1) **UAT Training Feedback**			1) **UAT Training Materials** 2) **UAT Training**
1.7.7 Perform User Acceptance Testing (UAT)	1) Execute testing plans and test scripts 2) Review Test Results 3) Log defects 4) Review defect tracking and resolution 5) Review and approve deliverables	1) Ensure defect tracking and resolution is being done 2) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Conduct targeted sample testing, review testing results, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 3) Review the defect tracking process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Support UAT 2) Track and fix defects

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
	1) **UAT Testing Documentation (including executed test scripts)** 2) **Acceptance of Final Testing Results**	1) **Report on Defect Tracking Progress**		1) **Code Fixes**

1.8 Training of Staff to Use and Operate New System Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.8.1 Prepare Operational-Readiness Training	1) Establish training venues and channels 2) Review training materials 3) Participate in training material development 4) Participate in train-the-trainer sessions 5) Review and approve deliverables	1) Assist with establishing training venues and channels 2) Assist with reviewing training materials 3) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Observe train-the-trainer sessions to bring to light any misunderstandings, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Prepare and update training materials 2) Update Training Plan, including training logistics 3) Train DDI and State-staff trainers 4) Revise and resubmit deliverables as needed
				1) **Training Plan Update (including logistics)** 2) **Training Materials** 3) **Train-the-trainer Training Delivery**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.8.2 Provide Training for End Users	1) Review Updated Training Materials 2) Ensure user participation / assist with logistics 3) Review training process 4) Prepare training feedback surveys 5) Develop Acceptance Criteria 6) (Trainers) Support delivery of End-User Training 7) (Participants) Receive End-User Training 8) Review and approve deliverables	1) Assist with reviewing training materials 2) Assist with Acceptance Criteria development 3) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Observe training sessions to bring to light any misunderstandings 3) Conduct training surveys to collect feedback 4) Review training observations and survey feedback, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Prepare and update training materials and logistics 2) Develop training assessment metrics / method 3) Deliver End-User Training 4) Respond to survey feedback results 5) Revise and resubmit deliverables as needed
	1) **End-user Training Acceptance Criteria** 2) **End-user Training**			1) **End-user Training Materials** 2) **End-user Training**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.8.3 Provide Support for End Users	1) Review system support process (help desk and onsite) 2) Review reports 3) Support / supplement the DDI Vendor's help desk and onsite support 4) State trainers participate in onsite support 5) Review and approve deliverables	1) Assist with and facilitate report reviews 2) Assist in soliciting feedback on support being provided 3) Facilitate review of deliverables	1) Review deliverables for compliance with quality assurance standards and provide recommended changes. 2) Review the end user support process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 3) Conduct end user surveys, review survey feedback, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Provide onsite support 2) Provide help desk support 3) Receive, log, and respond to Trouble Tickets
	1) **Trouble Tickets**			1) **Onsite Support** 2) **Trouble Ticket Logs** 3) **Help Desk** 4) **Update User Support Management Plan (training, onsite support, and help desk support)**

1.9 System Implementation Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.9.1 Plan and Prepare for Rollouts	1) Develop Pilot Success Criteria 2) Develop regional rollout success criteria. 3) Develop criteria for go / no-go decision to start data conversion and system deployment 4) Review and approve deliverables	1) Assist with the development of Pilot Success Criteria 2) Assist with development of criteria for a go / no go decision. 3) Facilitate review of deliverables.	1) Review the data clean-up process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 2) Review deliverables for compliance with quality assurance standards and provide recommended changes.	1) Produce Pilot Rollout and Deployment Plan (including roll-back plan) 2) Prepare for simultaneous, synchronized legacy and modernized system operation 3) Participate in criteria for go / no-go decision 4) Prepare and deploy Environments 5) Prepare for just-in-time data conversion 6) Revise and resubmit deliverables as needed
	1) **Pilot Success Criteria** 2) **Go / No-Go Criteria**			1) **Pilot Rollout and Deployment Plan** 2) **Environments (production / pilot and disaster recovery)**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.9.2 Implement Pilot Rollout	1) Review implementation process for pilot rollout 2) Make go / no-go decision 3) Utilize pilot system (end users in pilot site) 4) Monitor system (reviewing performance reports, synchronization with legacy system, and other indicators) 5) Review and approve deliverable	1) Assist with monitoring system (reviewing reports and other indicators) 2) Facilitate review of deliverables	1) Review the pilot implementation process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 2) Review deliverables for compliance with quality assurance standards and provide recommended	1) Coordinate and execute pilot software implementation 2) Execute just-in-time data conversion for pilot 3) Produce Pilot Implementation Report 4) Support pilot 5) Monitor system synchronization with legacy system 6) Revise and resubmit deliverable as needed
	1) **Pilot Results**			1) **Implementation Report**
1.9.3 Implement Regional Rollout	1) Review implementation process for each regional rollout 2) Perform last minute data cleanup 3) Make go / no-go decision on rollout for each region 4) Utilize system (end users in regional offices) 5) Monitor system (reviewing performance reports, synchronization with legacy system, and other indicators)	1) Assist with monitoring system (reviewing reports and other indicators) 2) Facilitate review of deliverables	1) Review each regional implementation process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 2) Review deliverables for compliance with quality assurance standards and provide recommended changes. 3) Manage Implementation* *The QA Vendor is expected to provide the Implementation	1) For each region: a) Coordinate and execute software cutover for region b) Execute just-in-time data conversion for region c) Produce Implementation Report d) Support regional rollout 2) Monitor system synchronization with legacy system

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
	6) Review and approve deliverables		*Manager who will work directly with the State.*	3) Revise and resubmit deliverables as needed
				1) **Fully Implemented System** 2) **Implementation Report** 3) **Updated Deliverables (as needed)**
1.9.4 Plan for Decommission of KIDS	1) Produce Decommissioning Plan 2) Coordinate with DET / other IT resources 3) Archive KIDS data in a non-mainframe, long-term-accessible data archive	1) Assist with Decommissioning Plan as needed.		1) Assist with archiving KIDS data in a non-mainframe, long-term accessible data format
	1) **Decommissioning Plan**			

1.10 Certification Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor

1.10.1 Plan and Organize Approach	1) Plan for certification that includes roles and responsibilities
	2) Review test deck process
	3) Review and approve deliverables
		1) Assist with planning for certification
		2) Facilitate review of deliverables
			1) Review the test deck process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report
			2) Review deliverables for compliance with quality assurance standards and provide recommended changes.
				1) Produce federal certification narrative
				2) Produce PRWORA Test Deck Documentation
				3) Prepare for certification compliance demonstration
				   a) Develop demonstration scenarios
				   b) Develop demonstration data
				4) Develop demonstration scripts
				5) Revise and resubmit deliverables as needed

	1) **Certification Roles and Responsibilities Plan**			1) **Federal Certification Compliance Narrative** 2) **PRWORA Test Deck Documentation** 3) **Federal Certification Compliance Demonstration**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.10.2 Prepare Presentation Materials	1) Prepare Presentation Materials 2) Perform dry runs of Presentation Materials. 3) Ensure materials stored in project repository	1) Assist with ensuring materials are uploaded to project repository as needed		1) Prepare Presentation Materials 2) Assist with dry runs of Presentation Materials.
	1) **Presentation Materials**			1) **Presentation Materials**
1.10.3 Give Presentation	1) Give presentation	1) Attend and support state		1) Participate in presentation
1.10.4 Resolve OCSE Findings	1) Ensure OCSE findings are resolved 2) Prepare Response to OCSE Findings	1) Assist with ensuring OCSE findings are resolved 2) Assist with preparing Response to OCSE Findings		1) Resolve system functionality findings 2) Support preparation of Response to OCSE Findings
	1) **Response to OCSE Findings** 2) **Federal Certification of Compliance from OCSE**			1) **Updated Documentation Based on Resolution to Findings** 2) **Federally Certified System**

1.11 Training and Transition for Long-Term M&O Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor

1.11.1 Train State Technology Staff (ongoing)	1) Develop Acceptance Criteria for providing training and training material
	2) Assist in coordination of training
	3) Attend training
	4) Review and approve deliverables
		1) Assist with development of Acceptance Criteria
		2) Assist with coordination of training as needed
		3) Facilitate review of deliverables
			1) Review the training process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report
			2) Observe training sessions to bring to light any misunderstandings
			3) Conduct training surveys to collect feedback
			4) Review training observations and survey feedback, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report
			5) Review deliverables for compliance with quality assurance standards and provide recommended changes.
				1) Develop Technical Training, to include:
				  a) Developer guides for common development tasks
				  b) Standard procedures manual
				  c) Help Desk Knowledge Base
				  d) Customer Support Procedures
				2) Update Operations Transition Management Plan
				3) Finalize system documentation for technology staff
				4) Provide training for the embedded State developers
				5) Conduct training for non-embedded staff
				6) Provide expert consultation as needed
				7) Revise and resubmit deliverables as needed

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
	1) **Acceptance Criteria**			1) **Technical Training including Help Desk Training** 2) **Updated Operations Transition Management Plan (including ramp down)** 3) **Updated Technical System Documentation**
1.11.2 Transition to State Technology Operations Staff	1) Assume responsibility for operations and maintenance 2) Ensure documentation is updated 3) Accept turned-over software and documentation 4) Review and approve deliverables	1) Assist with transition as needed 2) Ensure documentation is in state repository 3) Facilitate review of deliverables		1) Relinquish responsibility for operations and maintenance 2) Update documentation 3) Turn over materials, software, and documentation 4) Revise and resubmit deliverables as needed
	1) **Acceptance Criteria**			1) **Training Materials** 2) **Working Software** 3) **Final Documentation (including help desk procedures, Technical Documentation, final versions of all deliverables, etc.)**

1.12 Project Closeout Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
1.12.1 Close Out the Project	1) Contribute to Project Completion Report 2) Ensure all materials are updated and uploaded to the project repository 3) Review and approve deliverables 4) Release Vendors 5) Archive project artifacts 6) Settle accounts	1) Develop and maintain a Project Closeout Plan 2) Aggregate entities' Project Completion Reports into final Project Completion Report, including PMO Project Completion Report 3) Ensure all materials stored in project repository	1) Contribute to Project Completion Report 2) Ensure all materials are updated and uploaded to the project repository	1) Contribute to Project Completion Report 2) Ensure all documentation is updated and uploaded to the project repository 3) Participate in lessons learned session(s) 4) Revise and resubmit deliverables as needed
	1) **Closeout Plan** 2) **Project Completion Report (including OCM, QA and other lessons learned)** 3) **Updated and Uploaded Documentation**	1) **Project Closeout Plan** 2) **Master Project Completion Report (lessons learned from PMO, includes compilation of completion reports from all other vendors)** 3) **Updated and Uploaded Documentation**	1) **Project Completion Reports (lessons learned)** 2) **Updated and Uploaded Documentation**	1) **Project Completion Reports (lessons learned)** 2) **Updated and Uploaded Documentation**
1.12.2 Close Out Facilities	1) Close down Project Site 2) Deactivate user accounts and access to state resources 3) Deactivate building access cards	1) Return any state-provided equipment, state identification cards, etc.	1) Return any state-provided equipment, state identification cards, etc.	1) Return any state-provided equipment, state identification cards, etc.

2.0 System Operations & Maintenance (O&M) Phase

2.1 System O&M Activities

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
2.1.1 Perform Maintenance	1) Prioritize maintenance activities 2) Ensure defects are being tracked and resolved 3) Ensure documentation is maintained and updated 4) Test bug fixes 5) Review and approve deliverables	1) Coordinate and facilitate maintenance activities 2) Assist, as needed, with ensuring maintenance activities are taking place 3) Facilitate review of deliverables	1) Ensure defects are being tracked and fixed 2) Ensure documentation is maintained and updated 3) Review the maintenance process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report. 4) Review deliverables for compliance with quality assurance standards and provide recommended changes.	1) Participate in prioritization of maintenance activities 2) Produce Periodic Help Desk Reports 3) Fix bugs 4) Test bug fixes 5) Implement enhancements 6) Communicate solutions to end users 7) Maintain and update training material 8) Revise and resubmit deliverables as needed
				1) **Periodic Help Desk Reports** 2) **Updated Training Materials** 3) **Updated Code** 4) **Monthly Maintenance and Operation Report for Submission to the PMO Vendor**

Tasks	State Team	PMO Vendor	QA Vendor	DDI Vendor
2.1.2 Provide Warranty Support	1) Prioritize warranty activities 2) Ensure defects are being tracked and resolved 3) Ensure documentation is maintained and updated 4) Test bug fixes	1) Coordinate and facilitate warranty activities 2) Assist, as needed, with ensuring warranty activities are taking place	1) Ensure defects are being tracked and fixed 2) Ensure documentation is maintained and updated 3) Review the warranty process for compliance with quality assurance standards, and report findings and corrective actions, as needed, in the monthly Quality Assessment Report.	1) Participate in prioritization of warranty activities 2) Fix bugs 3) Test bug fixes 4) Communicate solutions to end users 5) Maintain and update training material
				1) **Updated Code**
2.1.3 Monitor Operation	1) Review operation reports and plans 2) Review and approve deliverables	1) Facilitate review of deliverables.	1) Review deliverables for compliance with quality assurance standards and provide recommended changes.	1) Support system operations 2) Produce Periodic Operations Report 3) Produce Operational Transition Reports 4) Produce Warranty Completion Report 5) Revise and resubmit deliverables as needed
				1) **Periodic Operations Report** 2) **Operational Transition Report** 3) **Warranty Completion Report**